

Chain of Command/Work Orders

My first step is to go to our Office Manager and let him know what I need. He has been recently appointed as our point person in order to speed up the process. Once I talk to him and he explains to me how busy he has and how he doesn't have time to help me, he then opens a work order ticket with the church IT department. We now call this the blackhole, work orders go in and rarely come out in a timely manner. Here's an example: We requested a new laptop to put on our Neo 2 cart in order help with our access to Renaissance Place. The request went in during the month of August. It's now January and we still don't have the laptop set up and they even came and took the old laptop so we currently have no access to AR and it's the end of January.